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Performance Dashboard FY18

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY17
Total Passengers	199,128	221,904	240,999	257,367	236,166	210,763	190,755	216,018	211,305	233,741	288,486	212,682	226,610			226,742
Pass/Rev Hour	24.36	24.85	27.02	27.34	25.11	24.16	21.64	25.01	23.83	25.34	26.55	25.21	25.04	22.00	26.00	24.44
Pass/Rev Mile	1.99	1.98	2.18	2.21	2.04	1.96	1.71	2.08	1.92	2.05	2.13	2.02	2.02	2.00	2.20	2.07
On-Time	99.03%	98.85%	96.92%	96.07%	96.76%	97.64%	96.18%	98.77%	98.53%	98.42%	96.70%	96.93%	97.57%	95%	98%	96.74%

Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY17
Total Passengers	13,399	14,884	14,198	15,821	15,125	14,319	13,624	13,551	13,190	14,147	15892	14934	14,424			14,220
Pass/Rev Hour	2.51	2.37	2.54	2.63	2.60	2.39	2.46	2.67	2.47	2.49	2.73	2.82	2.56	2.25	2.75	2.52
On-Time	90.63%	91.03%	88.17%	87.75%	88.56%	87.78%	86.27%	87.51%	87.82%	86.65%	86.37%	86.31%	87.90%	85%	90%	89.99%

Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY17
Preventable FR Accidents/ 100K miles	0.95	2.64	0.98	0.83	2.45	1.75	0.77	0.00	0.00	0.97	1.85	1.89	1.26	3	2	0.52
Preventable DR Accidents/10K miles	0	0	0.4	0.18	0	0	0.41	0	0	1.83	1.89	0.00	0.39	3	2	0.78

Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY17
Fixed Route Miles Between Breakdowns w/ passenger interruption	15,011.00	18,932.00	101,626.00	15,073.25	17,489.57	38,081.33	2,870.00	16,552.50	53,345.00	21,080.00	15,463.00	17,613.00	27,761	20,000	25,000	27,955
Demand Response Miles Between Breakdowns w/ passenger interruption	24,080.00	11,024.00	16,692.00	27,156.00	52,225.00	24,708.00	16,223.00	23,142.00	47,255.00	54,747.00	53,001.00	49,650.00	33,325	15,000	20,000	40,655

Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY17
Valid Complaints /100,000 pax FR	2.51	2.70	1.83	3.05	3.35	1.57	5.15	1.59	1.03	1.47	1.79	0.94	2.25	8	5	3.09
Valid Complaints /10,000 pax DR	0.90	0.79	0.00	3.10	0.00	0.00	0.90	0.00	2.74	1.72	1.55	3.31	1.25	4	2	2.05